

## TELEPHONE MODEL

These **Basic Phone Features** cover a variety of Polycom model phones. Therefore not all phones will have some of the buttons nor features described in this document. The Phone Key Feature section illustrates the Polycom phone models IP 330 and IP 501.

## PLACING A CALL

### Using the Handset:

Pick up the handset and dial the number or dial the number first, and then pick up the handset.

### Using the hands-free Speakerphone:

1. With the handset on-hook, press:
  - any assigned line key, or
  - the NewCall soft key.
2. Dial the number.

Or dial the number and then press the Dial soft key.

### Using the optional Headset:

1. With the headset connected, press:
  - any assigned line key, or
  - the NewCall soft key.
2. Press 
3. Dial the desired number.

Or dial the number, and then press 

*During a call, you can alternate between handset, headset, or hands-free modes by pressing the  or  keys, or picking up the handset.*

## ANSWERING A CALL

### Using the Handset:

Pick up the handset.

### Using the hands-free Speakerphone:

Press:

- , or
- the line key, or
- the Answer soft key.

### Using the optional Headset:

Press .

*Incoming calls may be ignored by pressing the **Reject** soft key or  during ringing.*

## ENDING A CALL

### Using the Handset:

Hang up or press the **EndCall** soft key.

### Using the hands-free Speakerphone:

Press  or the **EndCall** soft key.

### Using the optional Headset:

Press  or the **EndCall** soft key.

## MICROPHONE MUTE

During a call, press . Mute applies to all modes: handset, headset, and hands-free. You can hear all other parties while Mute is enabled.

To turn off Mute, press  again.

## CALL HOLD AND RESUME

1. During a call, press , or the **Hold** soft key.
2. Press  again, the **Resume** soft key, or the line key to retrieve the call.

## REDIAL

Press the **Redial** soft key or  to redial the most recently dialed number.

## CALL TRANSFER

1. During a call, press  or the **Transfer** soft key (the active call is placed on hold).
2. Place a call to the number to which you want to transfer the call.
3. After speaking with the second party, press  or the **Transfer** soft key to complete the transfer.

*Note: Do not hang up before pressing transfer the second time or the call will be lost.*

*Press the **Blind** soft key to transfer the call without speaking to the second party.*

*Transfer may be cancelled during establishment by pressing the **Cancel** soft key. The original call is resumed.*

## LOCAL CONFERENCE CALLS\*

### To create a three-way conference call:

1. Call the first party.
2. Press **Conference** or the **Confnc** soft key to create a new call (the active call is placed on hold).
3. Place a call to the second party.
4. When the second party answers, press **Conference** or the **Confnc** soft key again to join all parties in the conference.

*When a conference has been established, pressing the **Split** soft key will split the conference into two calls on hold.*

*Placing the call on hold on the conference originator's phone will place the entire conference on hold.*

*A conference may be created at any time between an active call and a call on hold (on the same or another line) by pressing the **Join** soft key.*

*Ending the call on the conference originator's phone will allow the other parties to continue the conference.*

\* Conferencing is an optional feature that must be configured on the call server. Particulars and menu options may vary.

## DO NOT DISTURB

Press **Do Not Disturb** to prevent the phone from ringing on incoming calls. A Do Not Disturb icon appears for all lines to confirm that Do Not Disturb is enabled. Press **Do Not Disturb** again to turn off Do Not Disturb.

*If Do Not Disturb is configured on the call server, then particulars may vary.*

## CALL FORWARDING

### To enable call forwarding:

1. Press the **Forward** soft key from the phone's idle display or press **Menu** and select **Features** and **Forward**.
2. Select a **Forwarding Type** from **Always, No Answer, and Busy**.
3. For all types, enter a number to forward all future calls to.
4. For **No Answer**, enter the number of rings before forwarding.
5. Press the **Enable** soft key to confirm Call Forwarding. A moving arrow icon appears for that line to confirm **Call Forwarding** is enabled.

### To disable call forwarding:

1. Press the **Forward** soft key from the phone's idle display or press **Menu** and select **Features** and **Forward**.
2. Select a **Forwarding Type** from **Always, No Answer, and Busy**.
3. Press the **Disable** soft key.

*If call forwarding is configured on the call server (invoked using \* code dialing or from a PC-based application), then particulars and menu options may vary.*

## CALL LISTS

Press **Directories** followed by Call Lists (or just **Call Lists**) and Missed, Received, or Placed Calls, as desired. Information on respective calls will be displayed.

### From this screen, choose the appropriate soft key:

1. **Edit** to amend the dial string before dialing.
  2. **Dial** to return the call.
- Or press **More**, then:
3. **Info** to view detailed call information.
  4. **Save** to store the contact to the Contact Directory.
  5. **Clear** to delete the call from the list.

Press **More** and **Exit** soft keys to return to the idle display.

## VOICE MAIL\*

The **Message Waiting Indicator** LED on the front of the phone and individual line LED indicators will flash and stutter dial tone in place of normal dial tone will sound to indicate that message(s) are waiting at the message center.

### To listen to voice messages:

1. Press  .
2. Follow voice prompts to listen to messages.

\* Voice Mail is an optional feature that must be configured on the call server. Particulars and menu options may vary.

## RING TYPE

You can select different rings to match your preferences and distinguish between calls on lines.

### To change the incoming ring:

1. Press  .
2. Select **Settings** followed by **Basic** and **Ring Type**.
3. Using the **Up** or **Down** arrows, highlight the desired ring type. Press and **Play** soft key to hear the selected ring type.
4. Press the **Select** soft key to change to the selected ring type.
5. Press  to return to the idle display.

*If you select Silent ring, press the Line key or **Answer** soft key to answer incoming calls.*

## DISTINCTIVE RINGING/CALL TREATMENT

You can set distinctive incoming ringing tones for different contacts in your local directory.

### To set a distinctive ring for a local contact:

1. Press  , and then select **Contact Directory**.
2. Search for contact (see **CONTACT DIRECTORY** above).
3. Press the **Edit** soft key and scroll down to ring type.
4. Enter a number corresponding to one of the ring types available (see **RING TYPE** above).
5. Press the **Save** soft key or **Cancel** to abandon the change, then press  to return to the idle display.

## VOLUME ADJUSTMENT

Press the  volume keys to adjust handset, headset, and handsfree speaker volume during a call. Pressing these keys in idle state adjusts the ringer volume.

*To conform to regulatory requirements, handset and headset volume will return to a preset level after each call, but the configuration can be changed. Handsfree volume settings will be maintained across calls.*

## HEADSET MEMORY MODE

For permanent or full-time headset users, there is an option to default all calls to go to the headset.

### To enable Headset Memory Mode:

1. Press  and select **Settings** followed by **Basic**, **Preferences**, and **Headset Memory**.
2. Use the **Up** or **Down** arrows and press the **Select** soft key to enable Headset Memory Mode.

### To disable Headset Memory Mode:

Repeat steps 1 and 2 and select Disable.

### To activate Headset Memory Mode:

Press  twice.